

KASRA Members:

The following is a safety and security issue involving users of the Internet Services Provider, AOL.

Email users with email provided by other ISP's could have similar experiences.

This case involved the situation where the AOL user had received an email with his email address as the sender.

The email was an ad for "cheapest prices" drugs.

The question posed to the AOL helper was:

"How can anyone send an email using my email address for the "From" as well as for the "To" address?

The answer from AOL follows:

Dear Subscriber::

I understand you have concerns regarding receiving an e-mail, which seems to be coming from your own e-mail address.

Thank you for immediately bringing this matter to our attention. I appreciate your patience regarding this matter and I want to assure you that I will do my best to give you all the help you need.

I recommend you save or print a copy of this e-mail for future reference.

When you receive an e-mail, which seems to be coming from your e-mail address, the first thing to do is check your SENT MAIL box to see if you can locate any outgoing e-mail that you don't recognize sending from your AOL account. If you do not find any unexplained e-mail, this may be a case of e-mail spoofing.

"E-mail spoofing" is a procedure used to trick the defense barriers that we and other mail services set to prevent spamming. By using a particular program, the 'To' and 'From' addresses on the e-mail can be manipulated to allow it to pass through the Spam defenses.

Three common methods of spoofing are:

1. When the 'To' address is used as the 'From' address. This technique tricks the Spam filters into thinking the member is sending e-mail to himself/herself.

2. The 'From' address is a false 'Mailer Daemon' address. This approach causes the e-mail to appear to be a reply, and thus, is passed through the Spam filters.

3. Determine whether the 'From' address appears as the screen name only, or if it includes the domain '[@aol.com.](mailto:)' If the domain suffix is included, the e-mail originated outside of the AOL service and is a product of spoofing.

If e-mail spoofing is suspected, please forward the e-mail to <A
HREF="<mailto:TOSReports@aol.com>">TOSReports@aol.com.

However, if you have found an e-mail you never sent listed on your SENT MAIL, or if you noticed other fraudulent activity on your AOL account, please call the AOL Fraud Department toll-free at 1-800-307-7969. Specialists there are available to assist you between the hours of 10 a.m. - 7 p.m. Eastern Time, Monday to Friday.

To ensure that only authorized users have access to your AOL account, I suggest that you change the password for your screen name by going to AOL Keyword: Password.

Someone using your computer may have unknowingly downloaded a computer virus, such as a Trojan Horse. Some Trojan Horse programs are frauds designed to send your AOL password to another person. This gives that person access to your account.

Due to the wide range of strategies and solutions used to address different virus issues, our Customer Care Consultants are unable to assist you in locating or removing these from your computers. However, we are committed to helping you have a safe and secure online experience and offer extensive resources and premium services to help combat these threats. Please visit AOL Keyword: Virus now to learn more about what you can do to protect your computer. This area contains updated information regarding viruses, what to do about them, how to prevent contracting one. With over 250 new computer viruses found each month, you need constant protection for your computer!

For additional information on how to protect yourself online, see AOL Keyword: Safety.

I hope that I have sufficiently provided you with useful information about your inquiry.

If you need additional assistance, please do not hesitate to write to us again.

You can also chat online with a technical support specialist. Please go to:http://livehelp.aol.com/launchv1/launch_tech.asp?qname=AOLWIN. My colleagues there are available 24 hours a day to assist you in a secure, one-on-one session.

We are always ready and happy to assist you.

Thank you in advance for your exceptional patience and understanding.

Meleena
Customer Care Consultant
AOL LLC

Submitted by Evo Alexandre